

Federal Mediation and Conciliation Service

2010 Federal Employee Viewpoint Survey: Trend Report

(2006 & 2008 results have been recalculated to exclude *Do Not Know/No basis to Judge* responses)

Response Summary

	Surveys Completed
2010 Governmentwide	263,475
2010 Federal Mediation and Conciliation Service	197
2008 Federal Mediation and Conciliation Service	172
2006 Federal Mediation and Conciliation Service	191

This 2010 Federal Employee Viewpoint Survey Report provides summary results for the Federal Mediation and Conciliation Service. The results include Positive, Neutral, and Negative response percentages for each survey item. For each of the three response scales used in the survey, two responses were categorized as “Positive” (*Strongly Agree* and *Agree*, *Very Satisfied* and *Satisfied*, *Very Good* and *Good*), one response as “Neutral” (*Neither Agree nor Disagree*, *Neither Satisfied nor Dissatisfied*, *Fair*), two responses as “Negative” (*Disagree* and *Strongly Disagree*, *Dissatisfied* and *Very Dissatisfied*, *Poor* and *Very Poor*), and one response as “DNK” or “NBJ” (*Do Not Know* or *No Basis to Judge*). Respondents counted in the DNK/NBJ column are not included in the calculation of the Positive, Neutral and Negative percentages.

My Work Experiences

<i>1. I am given a real opportunity to improve my skills in my organization.</i>	N	Positive	Neutral	Negative
2010 Governmentwide	262,929	65.9%	15.9%	18.2%
2010 Federal Mediation and Conciliation Service	197	77.5%	11.1%	11.4%
2008 Federal Mediation and Conciliation Service	172	76.2%	11.0%	12.8%
2006 Federal Mediation and Conciliation Service	191	80.1%	7.9%	12.0%
<i>2. I have enough information to do my job well.</i>	N	Positive	Neutral	Negative
2010 Governmentwide	262,810	72.9%	14.1%	13.0%
2010 Federal Mediation and Conciliation Service	197	85.2%	7.9%	6.9%
2008 Federal Mediation and Conciliation Service	172	85.5%	7.0%	7.6%
2006 Federal Mediation and Conciliation Service	191	82.8%	9.6%	7.7%
<i>3. I feel encouraged to come up with new and better ways of doing things.</i>	N	Positive	Neutral	Negative
2010 Governmentwide	262,091	59.9%	18.3%	21.8%
2010 Federal Mediation and Conciliation Service	197	67.3%	13.2%	19.4%
2008 Federal Mediation and Conciliation Service	172	69.8%	14.5%	15.7%
2006 Federal Mediation and Conciliation Service	191	69.4%	16.3%	14.3%
<i>4. My work gives me a feeling of personal accomplishment.</i>	N	Positive	Neutral	Negative
2010 Governmentwide	262,828	74.7%	13.5%	11.9%
2010 Federal Mediation and Conciliation Service	197	91.6%	4.1%	4.3%
2008 Federal Mediation and Conciliation Service	172	90.1%	6.4%	3.5%
2006 Federal Mediation and Conciliation Service	191	92.2%	3.7%	4.0%

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My Work Experiences

5. I like the kind of work I do.		N	Positive	Neutral	Negative	
2010 Governmentwide		262,447	85.6%%	9.6%%	4.8%%	
2010 Federal Mediation and Conciliation Service		196	95.8%	3.2%	0.9%	
2008 Federal Mediation and Conciliation Service		172	95.3%	2.9%	1.7%	
2006 Federal Mediation and Conciliation Service		191	96.0%	3.0%	1.0%	
6. I know what is expected of me on the job.		N	Positive	Neutral	Negative	
2010 Governmentwide		262,073	80.8%	10.8%%	8.4%%	
2010 Federal Mediation and Conciliation Service		195	85.8%	7.2%	7.0%	
2008 Federal Mediation and Conciliation Service		--	--	--	--	
2006 Federal Mediation and Conciliation Service		--	--	--	--	
7. When needed I am willing to put in the extra effort to get the job done.		N	Positive	Neutral	Negative	
2010 Governmentwide		262,614	96.7%%	2.2%%	1.0%	
2010 Federal Mediation and Conciliation Service		196	98.3%	1.7%	0.0%	
2008 Federal Mediation and Conciliation Service		--	--	--	--	
2006 Federal Mediation and Conciliation Service		--	--	--	--	
8. I am constantly looking for ways to do my job better.		N	Positive	Neutral	Negative	
2010 Governmentwide		262,544	91.7%	6.9%	1.5%	
2010 Federal Mediation and Conciliation Service		196	95.1%	4.1%	0.9%	
2008 Federal Mediation and Conciliation Service		--	--	--	--	
2006 Federal Mediation and Conciliation Service		--	--	--	--	
9. I have sufficient resources (e.g. people, materials, budget) to get my job done.		N	Positive	Neutral	Negative	DNK
2010 Governmentwide	261,850	50.1%	16.5%	33.3%		850
2010 Federal Mediation and Conciliation Service	195	77.3%	11.0%	11.7%		2
2008 Federal Mediation and Conciliation Service	172	74.4%	12.8%	12.8%		0
2006 Federal Mediation and Conciliation Service	189	70.4%	14.9%	14.7%		2
10. My workload is reasonable.		N	Positive	Neutral	Negative	DNK
2010 Governmentwide	262,264	59.1%	16.4%	24.4%		612
2010 Federal Mediation and Conciliation Service	197	79.9%	12.7%	7.4%		0
2008 Federal Mediation and Conciliation Service	172	83.7%	12.2%	4.1%		0
2006 Federal Mediation and Conciliation Service	191	80.9%	11.7%	7.3%		0

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My Work Experiences

11. My talents are used well in the workplace.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	260,171	60.4%	16.8%	22.8%	1,613
2010 Federal Mediation and Conciliation Service	193	78.9%	11.0%	10.1%	2
2008 Federal Mediation and Conciliation Service	170	80.6%	10.0%	9.4%	2
2006 Federal Mediation and Conciliation Service	190	81.6%	6.7%	11.7%	1

12. I know how my work relates to the agency's goals and priorities.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	261,561	84.4%	10.0%	5.6%	1,097
2010 Federal Mediation and Conciliation Service	197	88.5%	6.8%	4.7%	0
2008 Federal Mediation and Conciliation Service	171	88.3%	7.6%	4.1%	1
2006 Federal Mediation and Conciliation Service	191	88.1%	7.0%	4.9%	0

13. The work I do is important.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	260,289	92.2%	5.7%	2.1%	788
2010 Federal Mediation and Conciliation Service	192	96.1%	2.7%	1.1%	2
2008 Federal Mediation and Conciliation Service	172	95.9%	2.9%	1.2%	0
2006 Federal Mediation and Conciliation Service	191	97.4%	1.7%	0.9%	0

14. Physical conditions (e.g. noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	261,756	67.0%	14.5%	18.4%	1,032
2010 Federal Mediation and Conciliation Service	193	86.7%	8.9%	4.4%	3
2008 Federal Mediation and Conciliation Service	172	88.4%	9.3%	2.3%	1
2006 Federal Mediation and Conciliation Service	190	88.7%	8.7%	2.5%	1

15. My performance appraisal is a fair reflection of my performance.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	259,202	68.4%	14.5%	17.1%	3,296
2010 Federal Mediation and Conciliation Service	193	72.8%	11.6%	15.6%	4
2008 Federal Mediation and Conciliation Service	166	69.9%	15.7%	14.5%	6
2006 Federal Mediation and Conciliation Service	191	71.4%	16.7%	12.0%	0

16. I am held accountable for achieving results.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	261,232	84.0%	11.3%	4.8%	1,132
2010 Federal Mediation and Conciliation Service	197	88.6%	7.1%	4.3%	0
2008 Federal Mediation and Conciliation Service	169	84.6%	10.7%	4.7%	3
2006 Federal Mediation and Conciliation Service	188	84.2%	12.1%	3.7%	3

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My Work Experiences

<i>17. I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.</i>	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	249,856	61.6%	19.6%	18.8%	12,270
2010 Federal Mediation and Conciliation Service	172	64.6%	22.8%	12.6%	20
2008 Federal Mediation and Conciliation Service	150	65.3%	17.3%	17.3%	22
2006 Federal Mediation and Conciliation Service	172	60.3%	24.8%	14.9%	19
<i>18. My training needs are assessed.</i>	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	257,637	53.8%	23.5%	22.8%	3,506
2010 Federal Mediation and Conciliation Service	194	62.0%	19.8%	18.2%	1
2008 Federal Mediation and Conciliation Service	168	60.1%	22.0%	17.9%	4
2006 Federal Mediation and Conciliation Service	188	65.9%	20.4%	13.8%	3
<i>19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).</i>	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	258,886	67.8%	14.0%	18.2%	3,813
2010 Federal Mediation and Conciliation Service	192	75.4%	12.4%	12.1%	4
2008 Federal Mediation and Conciliation Service	167	65.9%	18.0%	16.2%	5
2006 Federal Mediation and Conciliation Service	--	--	--	--	--

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Trend Report

My Work Unit

20. The people I work with cooperate to get the job done.		N	Positive	Neutral	Negative	
2010 Governmentwide		256,068	74.7%	13.2%	12.1%	
2010 Federal Mediation and Conciliation Service		188	83.4%	10.3%	6.3%	
2008 Federal Mediation and Conciliation Service		172	90.1%	5.2%	4.7%	
2006 Federal Mediation and Conciliation Service		191	89.9%	4.1%	6.1%	
21. My work unit is able to recruit people with the right skills.		N	Positive	Neutral	Negative	DNK
2010 Governmentwide	254,002	45.8%	26.9%	27.3%		8,804
2010 Federal Mediation and Conciliation Service	188	62.5%	22.7%	14.8%		9
2008 Federal Mediation and Conciliation Service	165	57.6%	24.8%	17.6%		7
2006 Federal Mediation and Conciliation Service	184	63.7%	26.7%	9.7%		7
22. Promotions in my work unit are based on merit.		N	Positive	Neutral	Negative	DNK
2010 Governmentwide	247,778	35.4%	28.4%	36.2%		14,914
2010 Federal Mediation and Conciliation Service	180	40.0%	37.7%	22.3%		17
2008 Federal Mediation and Conciliation Service	158	43.7%	31.6%	24.7%		14
2006 Federal Mediation and Conciliation Service	173	45.3%	32.6%	22.1%		18
23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.		N	Positive	Neutral	Negative	DNK
2010 Governmentwide	241,373	30.8%	27.5%	41.7%		21,290
2010 Federal Mediation and Conciliation Service	171	43.6%	28.5%	27.9%		26
2008 Federal Mediation and Conciliation Service	150	46.0%	34.0%	20.0%		22
2006 Federal Mediation and Conciliation Service	172	46.4%	32.7%	20.9%		19
24. In my work unit, differences in performance are recognized in a meaningful way.		N	Positive	Neutral	Negative	DNK
2010 Governmentwide	249,067	36.2%	28.7%	35.1%		13,517
2010 Federal Mediation and Conciliation Service	185	45.4%	30.5%	24.0%		12
2008 Federal Mediation and Conciliation Service	160	47.5%	25.6%	26.9%		12
2006 Federal Mediation and Conciliation Service	182	39.0%	32.4%	28.6%		9
25. Awards in my work unit depend on how well employees perform their jobs.		N	Positive	Neutral	Negative	DNK
2010 Governmentwide	248,800	43.5%	24.1%	32.3%		13,526
2010 Federal Mediation and Conciliation Service	185	54.6%	29.0%	16.4%		11
2008 Federal Mediation and Conciliation Service	160	59.4%	19.4%	21.3%		12
2006 Federal Mediation and Conciliation Service	181	52.5%	24.9%	22.6%		10

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My Work Unit

<i>26. Employees in my work unit share job knowledge with each other.</i>	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	260,780	73.1%	14.5%	12.4%	1,480
2010 Federal Mediation and Conciliation Service	194	80.3%	9.2%	10.5%	2
2008 Federal Mediation and Conciliation Service	172	79.7%	11.6%	8.7%	0
2006 Federal Mediation and Conciliation Service	190	75.1%	11.9%	12.9%	1
<i>27. The skill level in my work unit has improved in the past year.</i>	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	252,402	55.7%	28.0%	16.4%	9,299
2010 Federal Mediation and Conciliation Service	181	52.7%	39.2%	8.1%	14
2008 Federal Mediation and Conciliation Service	160	53.1%	36.3%	10.6%	12
2006 Federal Mediation and Conciliation Service	184	60.8%	28.2%	11.0%	7
<i>28. How would you rate the overall quality of work done by your work unit?</i>	N	Positive	Neutral	Negative	
2010 Governmentwide	262,311	82.2%	14.8%	3.0%	
2010 Federal Mediation and Conciliation Service	195	93.4%	5.7%	1.0%	
2008 Federal Mediation and Conciliation Service	172	91.3%	7.6%	1.2%	
2006 Federal Mediation and Conciliation Service	191	89.9%	8.7%	1.4%	

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Trend Report

My Agency

29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.					
	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	255,156	72.5%	16.9%	10.6%	4,104
2010 Federal Mediation and Conciliation Service	193	84.8%	10.4%	4.8%	3
2008 Federal Mediation and Conciliation Service	170	84.7%	7.1%	8.2%	2
2006 Federal Mediation and Conciliation Service	189	87.0%	9.3%	3.7%	2
30. Employees have a feeling of personal empowerment with respect to work processes.					
	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	253,074	47.6%	26.0%	26.5%	6,181
2010 Federal Mediation and Conciliation Service	193	75.6%	13.1%	11.3%	2
2008 Federal Mediation and Conciliation Service	169	75.7%	11.2%	13.0%	3
2006 Federal Mediation and Conciliation Service	187	76.2%	12.4%	11.4%	4
31. Employees are recognized for providing high quality products and services.					
	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	254,607	51.1%	23.4%	25.5%	4,674
2010 Federal Mediation and Conciliation Service	194	65.0%	16.7%	18.3%	2
2008 Federal Mediation and Conciliation Service	169	64.5%	17.2%	18.3%	3
2006 Federal Mediation and Conciliation Service	--	--	--	--	--
32. Creativity and innovation are rewarded.					
	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	251,507	41.1%	28.9%	30.0%	7,469
2010 Federal Mediation and Conciliation Service	192	52.4%	27.6%	20.0%	4
2008 Federal Mediation and Conciliation Service	168	58.9%	23.2%	17.9%	4
2006 Federal Mediation and Conciliation Service	190	56.7%	25.3%	18.0%	1
33. Pay raises depend on how well employees perform their jobs.					
	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	244,075	26.3%	28.9%	44.9%	14,814
2010 Federal Mediation and Conciliation Service	184	31.4%	36.2%	32.4%	12
2008 Federal Mediation and Conciliation Service	160	30.0%	35.6%	34.4%	12
2006 Federal Mediation and Conciliation Service	181	24.3%	42.2%	33.5%	10
34. Policies and programs promote diversity in the workplace (e.g., recruiting minorities and women, training in awareness of diversity issues, mentoring).					
	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	242,918	58.0%	28.0%	14.0%	16,123
2010 Federal Mediation and Conciliation Service	178	58.5%	23.7%	17.8%	17
2008 Federal Mediation and Conciliation Service	159	64.8%	20.1%	15.1%	13
2006 Federal Mediation and Conciliation Service	180	71.1%	16.7%	12.2%	11

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My Agency

35. *Employees are protected from health and safety hazards on the job.*

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	255,119	76.4%	13.7%	9.9%	3,676
2010 Federal Mediation and Conciliation Service	194	72.5%	20.0%	7.5%	2
2008 Federal Mediation and Conciliation Service	167	84.4%	9.0%	6.6%	5
2006 Federal Mediation and Conciliation Service	188	78.6%	18.9%	2.5%	3

36. *My organization has prepared employees for potential security threats.*

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	254,534	76.3%	14.8%	8.9%	4,197
2010 Federal Mediation and Conciliation Service	179	58.5%	25.2%	16.2%	13
2008 Federal Mediation and Conciliation Service	161	54.0%	26.1%	19.9%	11
2006 Federal Mediation and Conciliation Service	184	46.5%	32.3%	21.2%	7

37. *Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.*

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	244,525	51.3%	24.5%	24.2%	14,196
2010 Federal Mediation and Conciliation Service	185	60.8%	19.8%	19.4%	11
2008 Federal Mediation and Conciliation Service	157	63.7%	17.8%	18.5%	15
2006 Federal Mediation and Conciliation Service	175	56.9%	24.4%	18.7%	16

38. *Prohibited personnel practices (e.g., illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.*

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	239,180	65.7%	20.3%	13.9%	19,348
2010 Federal Mediation and Conciliation Service	169	79.2%	14.6%	6.2%	26
2008 Federal Mediation and Conciliation Service	149	74.5%	16.1%	9.4%	23
2006 Federal Mediation and Conciliation Service	179	74.4%	18.0%	7.5%	12

39. *My agency is successful at accomplishing its mission.*

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	252,313	77.6%	15.6%	6.8%	4,142
2010 Federal Mediation and Conciliation Service	193	90.3%	6.7%	3.0%	3
2008 Federal Mediation and Conciliation Service	--	--	--	--	--
2006 Federal Mediation and Conciliation Service	--	--	--	--	--

40. *I recommend my organization as a good place to work.*

	N	Positive	Neutral	Negative
2010 Governmentwide	258,700	69.7%	18.8%	11.5%
2010 Federal Mediation and Conciliation Service	195	88.1%	7.6%	4.3%
2008 Federal Mediation and Conciliation Service	172	84.3%	9.3%	6.4%
2006 Federal Mediation and Conciliation Service	191	86.7%	7.7%	5.6%

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My Agency

41. I believe the results of this survey will be used to make my agency a better place to work.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	235,857	44.5%	29.8%	25.7%	23,296
2010 Federal Mediation and Conciliation Service	182	55.6%	28.6%	15.8%	13
2008 Federal Mediation and Conciliation Service	--	--	--	--	--
2006 Federal Mediation and Conciliation Service	--	--	--	--	--

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Trend Report

My Supervisor/Team Leader

<i>42. My supervisor supports my need to balance work and other life issues.</i>	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	256,654	76.2%	12.8%	11.0%	1,745
2010 Federal Mediation and Conciliation Service	194	83.0%	5.7%	11.3%	1
2008 Federal Mediation and Conciliation Service	172	86.0%	7.6%	6.4%	0
2006 Federal Mediation and Conciliation Service	189	81.0%	12.7%	6.3%	2
<i>43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.</i>	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	256,966	66.0%	17.7%	16.3%	1,253
2010 Federal Mediation and Conciliation Service	194	72.3%	17.4%	10.3%	1
2008 Federal Mediation and Conciliation Service	170	68.8%	19.4%	11.8%	0
2006 Federal Mediation and Conciliation Service	--	--	--	--	--
<i>44. Discussions with my supervisor/team leader about my performance are worthwhile.</i>	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	255,217	62.4%	19.2%	18.3%	2,809
2010 Federal Mediation and Conciliation Service	192	76.2%	11.5%	12.4%	3
2008 Federal Mediation and Conciliation Service	168	67.3%	19.0%	13.7%	4
2006 Federal Mediation and Conciliation Service	191	65.2%	18.2%	16.7%	0
<i>45. My supervisor/team leader is committed to a workforce representative of all segments of society.</i>	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	238,137	65.3%	24.0%	10.7%	19,679
2010 Federal Mediation and Conciliation Service	177	69.9%	19.1%	11.0%	17
2008 Federal Mediation and Conciliation Service	--	--	--	--	--
2006 Federal Mediation and Conciliation Service	--	--	--	--	--
<i>46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.</i>	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	256,318	60.9%	20.7%	18.4%	1,456
2010 Federal Mediation and Conciliation Service	193	70.5%	14.9%	14.6%	2
2008 Federal Mediation and Conciliation Service	--	--	--	--	--
2006 Federal Mediation and Conciliation Service	--	--	--	--	--
<i>47. Supervisors/team leaders in my work unit support employee development</i>	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	254,400	65.9%	18.6%	15.5%	3,158
2010 Federal Mediation and Conciliation Service	193	76.9%	10.2%	12.9%	1
2008 Federal Mediation and Conciliation Service	171	80.7%	8.8%	10.5%	1
2006 Federal Mediation and Conciliation Service	191	75.7%	13.1%	11.2%	0

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My Supervisor/Team Leader

<i>48. My supervisor/team leader listens to what I say.</i>	N	Positive	Neutral	Negative
2010 Governmentwide	258,139	74.8%	13.2%	12.0%
2010 Federal Mediation and Conciliation Service	196	80.1%	7.0%	12.9%
2008 Federal Mediation and Conciliation Service	--	--	--	--
2006 Federal Mediation and Conciliation Service	--	--	--	--
<i>49. My supervisor/team leader treats me with respect.</i>	N	Positive	Neutral	Negative
2010 Governmentwide	258,058	79.9%	10.7%	9.3%
2010 Federal Mediation and Conciliation Service	196	83.6%	8.9%	7.5%
2008 Federal Mediation and Conciliation Service	--	--	--	--
2006 Federal Mediation and Conciliation Service	--	--	--	--
<i>50. In the last 6 months, my supervisor/team leader has talked with me about my performance.</i>	N	Positive	Neutral	Negative
2010 Governmentwide	257,683	76.4%	10.9%	12.7%
2010 Federal Mediation and Conciliation Service	192	85.7%	7.0%	7.3%
2008 Federal Mediation and Conciliation Service	--	--	--	--
2006 Federal Mediation and Conciliation Service	--	--	--	--
<i>51. I have trust and confidence in my supervisor.</i>	N	Positive	Neutral	Negative
2010 Governmentwide	256,935	66.5%	17.1%	16.3%
2010 Federal Mediation and Conciliation Service	192	72.9%	11.6%	15.5%
2008 Federal Mediation and Conciliation Service	172	75.0%	11.6%	13.4%
2006 Federal Mediation and Conciliation Service	191	73.9%	13.5%	12.6%
<i>52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?</i>	N	Positive	Neutral	Negative
2010 Governmentwide	257,701	68.4%	19.1%	12.5%
2010 Federal Mediation and Conciliation Service	196	76.3%	14.1%	9.7%
2008 Federal Mediation and Conciliation Service	172	75.0%	18.0%	7.0%
2006 Federal Mediation and Conciliation Service	191	74.4%	13.6%	12.0%

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Trend Report

Leadership

53. In my organization, leaders generate high levels of motivation and commitment in the workforce.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	253,406	44.5%	27.0%	28.5%	2,944
2010 Federal Mediation and Conciliation Service	194	53.1%	21.2%	25.7%	2
2008 Federal Mediation and Conciliation Service	170	42.4%	25.3%	32.4%	2
2006 Federal Mediation and Conciliation Service	190	53.6%	25.6%	20.8%	1

54. My organization's leaders maintain high standards of honesty and integrity.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	247,681	55.7%	23.7%	20.6%	8,613
2010 Federal Mediation and Conciliation Service	190	60.4%	22.1%	17.5%	5
2008 Federal Mediation and Conciliation Service	163	59.5%	23.9%	16.6%	9
2006 Federal Mediation and Conciliation Service	187	64.7%	22.3%	13.0%	4

55. Managers/supervisors/team leaders work well with employees of different backgrounds.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	246,242	63.5%	22.5%	13.9%	9,918
2010 Federal Mediation and Conciliation Service	182	64.0%	25.3%	10.7%	13
2008 Federal Mediation and Conciliation Service	161	73.9%	16.1%	9.9%	11
2006 Federal Mediation and Conciliation Service	186	72.1%	15.8%	12.1%	5

56. Managers communicate the goals and priorities of the organization.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	253,737	64.2%	19.9%	16.0%	2,293
2010 Federal Mediation and Conciliation Service	195	64.7%	14.1%	21.2%	0
2008 Federal Mediation and Conciliation Service	171	56.1%	22.8%	21.1%	1
2006 Federal Mediation and Conciliation Service	189	68.8%	17.6%	13.7%	2

57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	242,010	63.5%	23.2%	13.3%	13,560
2010 Federal Mediation and Conciliation Service	186	67.5%	16.7%	15.8%	10
2008 Federal Mediation and Conciliation Service	159	60.4%	25.2%	14.5%	13
2006 Federal Mediation and Conciliation Service	185	72.6%	19.7%	7.7%	6

58. Managers promote communication among different work units (e.g., about projects, goals, needed resources).

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	249,252	54.5%	23.2%	22.3%	6,513
2010 Federal Mediation and Conciliation Service	193	53.4%	15.5%	31.1%	2
2008 Federal Mediation and Conciliation Service	165	55.2%	23.0%	21.8%	7
2006 Federal Mediation and Conciliation Service	186	60.0%	21.7%	18.3%	5

Federal Mediation and Conciliation Service

Trend Report

Leadership

59. Managers support collaboration across work units to accomplish work objectives.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	247,307	57.5%	23.4%	19.1%	6,760
2010 Federal Mediation and Conciliation Service	188	58.2%	16.8%	25.0%	7
2008 Federal Mediation and Conciliation Service	--	--	--	--	--
2006 Federal Mediation and Conciliation Service	--	--	--	--	--

60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	246,566	57.3%	25.1%	17.6%	9,176
2010 Federal Mediation and Conciliation Service	186	60.9%	18.7%	20.4%	9
2008 Federal Mediation and Conciliation Service	--	--	--	--	--
2006 Federal Mediation and Conciliation Service	--	--	--	--	--

61. I have a high level of respect for my organization's senior leaders.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	250,987	55.6%	22.8%	21.5%	2,468
2010 Federal Mediation and Conciliation Service	195	56.8%	23.9%	19.2%	1
2008 Federal Mediation and Conciliation Service	172	47.1%	22.7%	30.2%	0
2006 Federal Mediation and Conciliation Service	190	61.9%	22.5%	15.7%	1

62. Senior leaders demonstrate support for Work/Life programs.

	N	Positive	Neutral	Negative	DNK
2010 Governmentwide	233,907	54.7%	26.9%	18.4%	21,420
2010 Federal Mediation and Conciliation Service	177	51.8%	30.1%	18.0%	18
2008 Federal Mediation and Conciliation Service	--	--	--	--	--
2006 Federal Mediation and Conciliation Service	--	--	--	--	--

Federal Mediation and Conciliation Service

Trend Report

My Satisfaction

63. How satisfied are you with your involvement in decisions that affect your work?		N	Positive	Neutral	Negative
2010 Governmentwide		255,655	54.8%	23.0%	22.2%
2010 Federal Mediation and Conciliation Service		195	60.3%	21.7%	17.9%
2008 Federal Mediation and Conciliation Service		172	64.0%	16.3%	19.8%
2006 Federal Mediation and Conciliation Service		191	66.2%	16.8%	17.0%
64. How satisfied are you with the information you receive from management on what's going on in your organization?		N	Positive	Neutral	Negative
2010 Governmentwide		255,641	51.0%	23.3%	25.7%
2010 Federal Mediation and Conciliation Service		195	49.7%	19.4%	31.0%
2008 Federal Mediation and Conciliation Service		172	52.9%	18.6%	28.5%
2006 Federal Mediation and Conciliation Service		191	60.3%	18.7%	20.9%
65. How satisfied are you with the recognition you receive for doing a good job?		N	Positive	Neutral	Negative
2010 Governmentwide		255,513	52.2%	21.8%	26.0%
2010 Federal Mediation and Conciliation Service		196	65.7%	18.3%	16.0%
2008 Federal Mediation and Conciliation Service		172	69.2%	13.4%	17.4%
2006 Federal Mediation and Conciliation Service		191	64.0%	20.1%	15.9%
66. How satisfied are you with the policies and practices of your senior leaders?		N	Positive	Neutral	Negative
2010 Governmentwide		255,336	45.1%	28.8%	26.2%
2010 Federal Mediation and Conciliation Service		194	50.4%	25.7%	23.9%
2008 Federal Mediation and Conciliation Service		172	44.8%	23.3%	32.0%
2006 Federal Mediation and Conciliation Service		191	53.3%	26.9%	19.8%
67. How satisfied are you with your opportunity to get a better job in your organization?		N	Positive	Neutral	Negative
2010 Governmentwide		255,249	41.7%	27.0%	31.3%
2010 Federal Mediation and Conciliation Service		195	50.0%	30.3%	19.7%
2008 Federal Mediation and Conciliation Service		172	44.2%	37.8%	1.0%
2006 Federal Mediation and Conciliation Service		191	47.9%	31.2%	20.9%
68. How satisfied are you with the training you receive for your present job?		N	Positive	Neutral	Negative
2010 Governmentwide		255,351	55.8%	22.8%	21.4%
2010 Federal Mediation and Conciliation Service		194	72.5%	16.4%	11.0%
2008 Federal Mediation and Conciliation Service		172	70.9%	15.7%	13.4%
2006 Federal Mediation and Conciliation Service		191	76.4%	14.6%	9.0%

Federal Mediation and Conciliation Service

Trend Report

My Satisfaction

<i>69. Considering everything, how satisfied are you with your job?</i>	N	Positive	Neutral	Negative
2010 Governmentwide	255,243	71.5%	16.4%	12.1%
2010 Federal Mediation and Conciliation Service	195	88.0%	6.9%	5.1%
2008 Federal Mediation and Conciliation Service	172	87.2%	9.3%	3.5%
2006 Federal Mediation and Conciliation Service	191	87.4%	6.6%	6.0%

<i>70. Considering everything, how satisfied are you with your pay?</i>	N	Positive	Neutral	Negative
2010 Governmentwide	255,390	65.8%	15.7%	18.5%
2010 Federal Mediation and Conciliation Service	196	82.5%	9.0%	8.5%
2008 Federal Mediation and Conciliation Service	172	77.3%	12.8%	9.9%
2006 Federal Mediation and Conciliation Service	191	81.8%	8.5%	9.6%

<i>71. Considering everything, how satisfied are you with your organization?</i>	N	Positive	Neutral	Negative
2010 Governmentwide	255,060	62.4%	20.8%	16.7%
2010 Federal Mediation and Conciliation Service	196	79.7%	11.2%	9.1%
2008 Federal Mediation and Conciliation Service	172	76.2%	11.0%	12.8%
2006 Federal Mediation and Conciliation Service	191	83.6%	8.2%	8.2%

Federal Mediation and Conciliation Service

Trend Report

Work/Life

<i>72. Please select the response that BEST describes your teleworking situation.</i>	N	Telework on a regular basis	Telework infrequently	Do not telework; must be physically present	Do not telework; technical Issues	Not allowed to telework	Choose not to telework
2010 Governmentwide	247,268	9.7%	11.6%	36.1%	7.3%	23.0%	12.3%
2010 Federal Mediation and Conciliation Service	186	14.8%	23.5%	14.1%	2.7%	36.3%	8.6%
2008 Federal Mediation and Conciliation Service	--	--	--	--	--	--	--
2006 Federal Mediation and Conciliation Service	--	--	--	--	--	--	--
<i>73. How satisfied are you with the following Work/Life programs in your agency . . . Telework?</i>	N	Positive	Neutral	Negative	NBJ		
2010 Governmentwide		172,843	35.4%	41.8%	22.8%	80,124	
2010 Federal Mediation and Conciliation Service		133	38.1%	31.0%	30.9%	62	
2008 Federal Mediation and Conciliation Service		116	51.7%	28.4%	19.8%	56	
2006 Federal Mediation and Conciliation Service		132	51.6%	31.7%	16.8%	58	
<i>74. How satisfied are you with the following Work/Life programs in your agency . . . Alternative Work Schedules (AWS)?</i>	N	Positive	Neutral	Negative	NBJ		
2010 Governmentwide		204,698	59.5%	24.8%	15.6%	49,250	
2010 Federal Mediation and Conciliation Service		117	43.2%	38.2%	18.6%	77	
2008 Federal Mediation and Conciliation Service		75	64.9%	21.6%	13.4%	97	
2006 Federal Mediation and Conciliation Service		120	56.1%	33.3%	10.5%	71	
<i>75. How satisfied are you with the following Work/Life programs in your agency . . . Health and Wellness Programs (e.g., exercise, medical screening, quit smoking programs)?</i>	N	Positive	Neutral	Negative	NBJ		
2010 Governmentwide		201,710	51.2%	31.2%	17.5%	52,428	
2010 Federal Mediation and Conciliation Service		123	34.5%	48.4%	17.1%	71	
2008 Federal Mediation and Conciliation Service		--	--	--	--	--	
2006 Federal Mediation and Conciliation Service		--	--	--	--	--	
<i>76. How satisfied are you with the following Work/Life programs in your agency . . . Employee Assistance Program (EAP)?</i>	N	Positive	Neutral	Negative	NBJ		
2010 Governmentwide		154,266	48.1%	43.1%	8.8%	99,806	
2010 Federal Mediation and Conciliation Service		103	37.3%	61.7%	1.0%	92	
2008 Federal Mediation and Conciliation Service		--	--	--	--	--	
2006 Federal Mediation and Conciliation Service		--	--	--	--	--	

Federal Mediation and Conciliation Service

Trend Report

Work/Life

77. How satisfied are you with the following Work/Life programs in your agency . . . Child Care Programs (e.g., daycare, parenting classes, parenting support groups)?					
	N	Positive	Neutral	Negative	NBJ
2010 Governmentwide	99,582	23.1%	60.0%	16.9%	154,397
2010 Federal Mediation and Conciliation Service	73	9.6%	84.3%	6.1%	120
2008 Federal Mediation and Conciliation Service	--	--	--	--	--
2006 Federal Mediation and Conciliation Service	--	--	--	--	--
78. How satisfied are you with the following Work/Life programs in your agency . . . Elder Care Programs (e.g., support groups, speakers)?					
	N	Positive	Neutral	Negative	NBJ
2010 Governmentwide	94,393	19.9%	66.7%	13.4%	159,106
2010 Federal Mediation and Conciliation Service	75	8.7%	82.7%	8.7%	118
2008 Federal Mediation and Conciliation Service	--	--	--	--	--
2006 Federal Mediation and Conciliation Service	-	--	--	--	--